

**APPLICATION SOFTWARE MAINTENANCE PROCESS:
A COMPARATIVE STUDY**

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Fulfillment of the requirements for the degree
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ABSTRAK

Di awal kajian penyelenggaraan perisian, Canning (1972) menyatakan penyelenggara dianggap proses penyelenggaran sebagai satu ketulan ais. Penyelenggara melihat proses penniselenggaraan hanya sebagai sebagai perkara yang kecil seperti memperbaiki kesilapan dan perkara yang sebesar seperti menambah fungsi sesuatu perisian. Kajian ini memfokuskan kepada proses penyelenggaraan applikasi perisian. Sistem Maklumat Akademik dan Rekod Pelajar (ASIS) dan Sistem Maklumat Perpustakaan (LINTAS) di bandingkan untuk melihat perbezaan di antara proses penyelenggaraan yang dibangunkan sendiri oleh Pusat Komputer UUM dengan perisian dari vendor. Proses penyelenggaraan bagi ASIS dikategori sebagai kes kecemasan dan kes biasa. ASIS mempunyai dua jenis penyelenggaraan iaitu pembetulan dan penyempurnaan. Manakala LINTAS mempunyai tiga jenis penyelenggaraan iaitu pembetulan, penyempurnaan dan penyesuaian. Kesemua masalah yang berlaku pada LINTAS akan diselesaikan oleh vendor menikut kontrak yang dipersetujui.

ABSTRACT

In the early study of software maintenance, Canning (1972) is considered maintenance as an iceberg where maintainer saw maintenance as narrow as correcting errors and as broad as expending and extending software functionality. This study is focusing the maintenance process of application software. Academic and Record Student Information System (ASIS) and Library Information System (LINTAS) are compared to differentiate the maintenance process between in house and vendor application. Maintenance process involved in ASIS is for emergency case and normal case. There two types of maintenance involve in ASIS, corrective and perfective. LINTAS, there three types of maintenance involve, adaptive corrective and perfective. All the problems occur in LINTAS was sorted and solved via the vendor according to the contract.

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CHAPTER 1

INTRODUCTION

System Development Life Cycle (SDLC) used in software development consists several stages of process starting from initial requirements, analysis, design, implementation and maintenance. Once the development of the system is complete, the system certainly needs to be maintained. In the early study of software maintenance, Canning (1972) is considered maintenance as an iceberg where maintainer saw maintenance as narrow as correcting errors and as broad as expending and extending software functionality. Software maintenance is considered as non-glamorous job. Bell (2002) stated that managers and programmer usually regarded maintenance as a nuisance.

According to Pressman (2005), application software comprise standalone program that solves specific business requirement and processes the business/technical data to assist the management in decision-making. This application software can be develop via in-house team or outsource it through vendor. Nowadays, it much easier for company to outsource because it much easier and do need worried about maintaining it. According to

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